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An annotated bibliography on volunteers has been selected from a survey of the literature published within the past ten years, and contains material which is easily available in libraries or from the presses of national agencies. The areas covered include: the evolving role of the volunteer; organization; recruitment, motivation, placement, recognition; staff and volunteer relationships; training and supervision; standards for volunteer programs; evaluation; indigenous volunteers; volunteers in the schools, youth services, hospital, and case work; the older volunteer; special projects; and periodicals. (nl)

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Volunteers

An Annotated Bibliography

Compiled by
ETHEL M. ADAMS
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PREFACE

The following bibliography has been selected from a survey of literature published within the past ten years. Although many local organizations have produced material in this field, it is frequently reproduced for limited use and is not generally available. This has not been included.

It has been our criterion to list only material which is easily available in libraries or from the presses of national agencies. Appreciation should be expressed to the many national agencies which assisted by sending suggestions for compiling this bibliography.

We hope this selection will be of value to the ever-growing number of professional workers primarily concerned with volunteers, and will aid in enhancing the contribution of volunteers.

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February 1968

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I. THE EVOLVING ROLE OF THE VOLUNTEER

"Volunteers are the inheritors of a great tradition. Before the case worker, before the group worker, before the health worker, before the agency executive, there was the volunteer. And the volunteer was social work. Volunteers were the pioneers who with crusading zeal gave heart, hand, mind and voice in the task of pricking and stirring the social conscience of their times to the community's responsibility for the health and welfare of its citizens."

To Have and To Hold Volunteers in Community Services
United Community Funds and Councils of America, 1946

COHEN, NATHAN E., editor. *The Citizen Volunteer: His Responsibility, Role and Opportunity in Modern Society.* New York: Harper & Rowe, 1960. 267 pp.

Publication sponsored by the National Council of Jewish Women in observance of its 65th Anniversary. Contains 19 articles, a few of them reprinted or excerpted from previously printed material.

"A Decade of Voluntary Services." *Minnesota Welfare,* Vol. 14, No. 1, Spring 1962, entire issue.

GLASSER, MELVIN A. "American Phenomenon: Volunteers." *Journal of Home Economics,* Vol. 47, Nov. 1955, pp. 665-8.

——. *What Makes a Volunteer?* (Public Affairs Pamphlet No. 224) New York: Public Affairs Committee, Inc., 1955. 28 pp. (Out of print.)

Why men and women become volunteers, their satisfactions; why agencies recruit and view them as essential; how to be a good volunteer; the opportunities; major obligations of the agency: staff and volunteer relationships, job placement, training, supervision, recognition.

GRAZIA, ALFRED DE. *Grass Roots Private Welfare.* New York: New York University Press. 1957. 306 pp.

HALL, C. W. "America's Amazing Women." *Reader's Digest,* Vol. 67, July 1955, pp. 17-22.

HICKEY, MARGARET. "Volunteer Services." *Ladies' Home Journal,* Vol. 72, Dec. 1955, p. 41.

HILKERT, ROBERT N. *The Call To Serve.* New York: United Community Funds and Councils of America, 1964. 19 pp.

An experienced board member presents suggestions concerning board membership, responsibilities, staff relationships, officers, place in the community.

JOHNSON, GUION GRIFFIS. *Volunteers in Community Service.* Chapel Hill, N.C.: The North Carolina Council of Women's Organizations, Inc., 1967. 302 pp.

Helpful information concerning volunteer activities; stimulates and encourages creative use of volunteer talents. Includes historical background of volunteer service and provocative discussion of "The Face of Poverty."

MOE, EDWARD. "The Volunteer Age." New York: United Community Funds and Councils of America, 1963. 8 pp. mimeo.

Speech made at Institute held at University of Utah on April 1, 1963.

MORRIS, MARY. *Voluntary Organizations and Social Progress.* London: Gollancz, 1955. 224 pp.

Bibliography 18 pp. Part played in social progress in England in 19th and 20th centuries by voluntary bodies in philanthropy, politics, labor, education, church and social service.

OVERMANN, MRS. H. A. "Volunteer Service." *Minneapolis Journal of Education,* Vol. 38, Apr. 1958, pp. 13-14.

PUNKE, H. H. "Personal Satisfaction Through Service to Others in a Democratic Society." *Educational Forums,* Vol. 20, Nov. 1955, pp. 83-90.

RIDFIELD, PHYLLIS. "Wanted: Volunteers Who Mean It." *Mademoiselle,* Dec. 1966. (Reprint available.)

Brief but comprehensive survey of volunteer activities. Suggests the 1960's might appropriately be termed The Age of the Volunteer.

RUSH, R. R. "Volunteership." *Recreation,* Vol. 58, May 1965, pp. 212-13.

SILLS, DAVID L. *The Volunteers: Means and Ends in a National Organization.* A report of the Bureau of Applied Social Research, Columbia University. New York: The Free Press, 1957. 320 pp.

Analyzes volunteer activity in American society, based on a case study of the National Foundation for Infantile Paralysis.

SMITH, DAVID MORTON. "The Importance of Formal Voluntary Organization for Society." *Sociology and Social Research,* Vol. 50, July 1966, pp. 483-94.

TAYLOR, FREDERICK B. *The Volunteer and Community Welfare.* New York: National Federation of Settlements and Neighborhood Centers, 1963. 8 pp.

An account of what it means to be a board member, written by a former vice-president of the agency.

"The Volunteer in Our Society." *The Royal Bank of Canada Monthly Letter,* Vol. 43, No. 8, Aug. 1962, 4 pp. Reprinted in *Humanist,* Vol. 23, No. 80, May-June 1963.

WILENSKY, HAROLD L., and CHARLES N. LEBEAUX. *Industrial Society and Social Welfare.* Russell Sage Foundation. New York: The Free Press, 1965. 401 pp.

The changing character of welfare services and volunteer activities in contemporary United States.

II. ORGANIZATION

"Voluntary health and welfare agency board members must collectively constitute the core of a citizenry which *does something* about society's ills."

ROBERT N. HILKERT

AMERICAN PSYCHIATRIC ASSOCIATION. *The Volunteer and the Psychiatric Patient.* Washington, D.C.: The Association, 1959, 124 pp.

Describes the qualifications and duties of volunteer directors.

BABCHUK, NICHOLAS; RUTH MASSEY and C. WAYNE GORDON. "Men and Women in Community Agencies; A Note on Power and Prestige." *American Sociological Review,* Vol. 25, June 1960, pp. 379-403.

BLUMENTHAL, LOUIS. *How to Work with Your Board and Committees.* New York: Association Press, 1954. 106 pp.

CALIFORNIA DEPARTMENT OF SOCIAL WELFARE. *Guide for Developing a Friendly Visiting Program.* Sacramento, Cal.: Dept. of Social Welfare, 1961. 30 pp.

Prepared to encourage local agencies, public and voluntary, to establish programs of friendly visiting to the aged, blind, and disabled. Based on experimental projects carried out by the state department in three counties.

CANNON, MADOLIN E. "Volunteer Services." (In *Modern Concepts in Hospital Administration,* ed., Joseph Karlton Owen. Toronto: Saunders, 1962. Chap. 32.)

CHILD WELFARE LEAGUE OF AMERICA. *Guide for Board Organization and Administrative Structure.* New York: The League, 1963. 34 pp.

CHURCH, DAVID M. *How to Succeed with Volunteers.* New York: National Public Relations Council of Health and Welfare Services, 1962. 32 pp.

Offers guidance on using volunteers in administration, public relations, and fund raising. Stresses importance of volunteer orientation, satisfaction, recognition.

——. *How to Succeed with Committees.* Springdale, Conn.: Motivation, Inc., 1965. 55 pp.

"Conference on Volunteer Service to Psychiatric Patients." *Mental Hospitals,* Vol. 9, No. 7, 1958.

GOULDNER, ALVIN W. *"The Secrets of Organizations."* (In *The Social Welfare Forum, 1963.* New York: Published for the National Conference on Social Welfare by Columbia University Press, 1963, pp. 161-77.

"Guidelines for the Use of Volunteers in Departments of Social Work in Hospitals." *Hospitals,* March 1963. 5 pp. (Reprints available.)

The value of the volunteer in the hospital setting is recognized, particularly as a "friendly visitor." Brief statement outlines necessity of close relationship between the social work sponsor and the volunteer; discusses variety of assignments: companionship, facilitative, investigative and interpretive services, and the teen-age "volunteen."

HARTFORD, ROBERT J. "A Volunteer Program in a State School for the Mentally Retarded: An Administrative Viewpoint." *American Journal of Mental Deficiency,* Vol. 65, No. 3, Nov. 1960, pp. 318-21.

Deals with principles, problems and benefits of a volunteer program in this setting, indicating need for grass roots support and clearly defined objectives, with cardinal rules for organization of the program which gives equal consideration to the agency administration and the volunteer himself.

HOULE, CYRIL D. *The Effective Board.* New York: Association Press, 1960. 174 pp.

The author, while a professor of education at University of Chicago, conducted the annual board members training program sponsored by the Welfare Council of Metropolitan Chicago. His tested principles and practices increase a board's usefulness and effectiveness.

KENDREW, MARY K.; NATHAN NACKMAN and EVELYN HOLSEY. "Some Dynamics of Committee Interaction." *Social Work,* Vol. 6, No. 2, April 1961. pp. 94-8.

Topics discussed include: time element, influence of the supervisor, committee structure and program ideas, committee structure and authority, growth, and staff reaction to program.

"The Mental Hospital and Volunteer Programs." *Mental Hospitals,* Vol. 9, No. 5, 1958.

MILLS, C. WRIGHT. *The Power Elite.* London: Oxford University Press, 1956. 280 pp.

NATIONAL FEDERATION OF SETTLEMENTS AND NEIGHBORHOOD CENTERS. *Board of Directors of a Neighborhood Center.* New York: The Federation, 1960. 20 pp.

A guide to the function, organization and responsibility of the board.

——. *Organizing Neighbors to Act on Their Own.* New York: The Federation, 1957. 47 pp.

Based on a workshop on citizen participation held at Michigan State University.

RABINOVITZ, PATRICIA; A. DAVID BOUTERSE, ELEANOR CARRIS. *The Public Welfare Board Member and His Unique Role.* Chicago: American Public Welfare Association, 1959. 26 pp.

REZAK, NICHOLAS. "Trends in the Participation of Business Men in Local Voluntary Affairs." *Sociology and Social Research,* Vol. 48, No. 3, April 1964, pp. 289-300.

ROUTZAHN, MARY SWAIN. *Better Board Meetings.* New York: National Public Relations Council of Health and Welfare Services, 1962. 112 pp.

THE SALVATION ARMY. *Guidelines for Building Volunteer Service.* New York: The Army, National Information Service, 1961. 53 pp.

Brief but comprehensive guide for an agency working with volunteers; covers every aspect of involvement, including records and useful materials.

TRECKER, HARLEIGH B. *Building the Board.* New York: National Public Relations Council of Health and Welfare Services, 1954. 109 pp.

Finding, training and benefiting from the kind of people needed for an active, responsible board of directors.

UNITED COMMUNITY FUNDS AND COUNCILS OF AMERICA. *The Volunteer Bureau: A Handbook on Organization and Operation.* New York: UCFCA, 1967. 20 pp.

Basic guide for organization and operation of an effective volunteer bureau and promotion of volunteer service.

UNITED HOSPITAL FUND OF NEW YORK. *The Organization of a Department of Volunteer Service in Hospitals.* New York: The Fund, 1958. 52 pp.

U. S. Department of Defense. Office of Civil Defense. *Community and Family Service for Civil Defense.* Washington: U.S. Government Printing Office, 1965. 35 pp.

Interesting description of how a specific program can be carried out through involvement of volunteers and community agencies, with many tips on developing successful volunteer programs.

——. *Community Involvement in Civil Defense.* Washington: U.S. Government Printing Office, 1965. 42 pp.

American National Red Cross suggestions designed to help Civil Defense directors broaden community participation. Many principles are applicable to other community agencies involving citizen participation and will be useful in working with volunteers. Helpful guidance to sources of volunteers and in establishing good public relations.

U.S. Department of Health, Education, and Welfare. Welfare Administration. Bureau of Public Assistance. *Citizen Participation in Public Welfare Programs: Supplementary Services by Volunteers.* Washington: U.S. Government Printing Office, 1956. 46 pp.

Considers the purpose of supplementary services by volunteers in public welfare programs, discusses ways of developing these services, and offers suggestions for the orientation, training and supervision of volunteers.

Weed, Verne and William H. Denham. "Toward More Effective Use of the Non-Professional Worker: A Recent Experiment." *Social Work,* Vol. 6, No. 4, Oct. 1961, pp. 29-36.

Although written with the paid worker in view, many of the personnel policies and considerations could be extended to volunteer workers.

Westchester County, N. Y., Department of Public Welfare. *Volunteer Services Manual.* White Plains, N. Y.: The Department, Division of Family and Child Welfare, 1964. 19 pp.

Policy statement and procedures, title classifications for volunteers, solicitation of things-in-kind from community, exhibits.

Young Women's Christian Association. *Role of the Board of Directors in a Community YWCA.* New York: National Board, YWCA, 1966. 42 pp.

III. RECRUITMENT, MOTIVATION, PLACEMENT AND RECOGNITION

"There is a great satisfaction in being a volunteer. Each one of us without thinking about it, does volunteer service each day for the family, for a friend, for the woman next door, for the man down the street. But each one of us is also capable of giving volunteer service through an agency."

MELVIN GLASSER

ADAMS, ETHEL MILLER. *A Study of Volunteers in Five Community Agencies.* Unpublished Ph.D. dissertation, Graduate College of Education, University of Pennsylvania, 1965. 184 pp.

AMERICAN NATIONAL RED CROSS. *Placing Volunteers.* Washington: ARC, 1965. 31 pp.

Helpful information for agency use in working with volunteers: defining jobs, planning for placements, assigning work, record keeping.

ASSOCIATION OF JUNIOR LEAGUES OF AMERICA. *Placement Pointers on Volunteer Service.* New York: The Association, 1952. 60 pp.

AUERBACH, ARNOLD J. "Aspirations of Power People and Agency Goals." *Social Work,* Vol. 6, No. 1, Jan. 1961, pp. 66-73.

Two motivating factors attract laymen to agencies: identification with a social cause and the opportunity to contribute to the community, and the recognition, prestige, and power gained through community activity. The problems these present for board membership and for agency directors are considered.

BARBER, BERNARD. "Participation and Mass Apathy in Associations." (In *Studies in Leadership: Leadership and Democratic Action,* ed. ALVIN W. GOULDNER.) New York: Harper and Brothers, 1950. 220 pp. (Out of print.)

BARCLAY, D. "Filling the Need to Feel Needed." *New York Times Magazine,* March 29, 1959.

BINSWANGER, ROBERT B. *New Roles for Volunteers.* An address delivered at the 16th Annual Conference of the Council on Foundations in Pittsburgh, Pa., May 1965. Copies available from PACE Association (Program for Action by Citizens in Education), Cleveland, Ohio.

BLUMBERG, ARTHUR and SETH ARSENIAN. "A Deeper Look at Volunteers: What Motiates These Important People?" *Adult Leadership,* Vol. 9, June 1960, p. 41.

CLEARY, C. B. "American Women and the Years Ahead." *Journal of Home Economics,* Vol. 51,Oct. 1959, pp. 695-7.

COMMITTEE OF CORRESPONDENCE. *Volunteers Can Make the Difference.* New York: The Committee, 1964, 37 pp.

Five papers on various aspects of volunteer participation in the community.

GIRL SCOUTS OF THE UNITED STATES OF AMERICA. *Recruiting, Selecting and Placing Volunteers.* New York: GS-USA, 1960. 38 pp.

GOLDHAMER, HERBERT. *Some Factors Affecting Participation in Voluntary Associations.* Unpuplished Ph.D. dissertation, University of Chicago, 1943.

LARKIN, KATHLEEN ORMSBY. *For Volunteers Who Interview.* Chicago: Welfare Council of Metropolitan Chicago, 1962. 47 pp.

"A personal interview is the only effective means of getting acquainted with a volunteer, to find out both what interests him and what he is fitted for and to plan with him for a particiular job . . ."

LESHAN, E. J. and E. G. NEISSER. "Your Town Needs You." *Parents Magazine,* Vol. 37, Jan. 1962, pp. 26, 43.

Includes program for discussion group.

LOUCHHEIM, K. "Cooperation Among Women of the Free World." (In *Department of State Bulletin,* Vol. 46, June 4, 1962, pp. 921-3.) Washington: U.S. Government Printing Office.

MATHNER, I. "Judy Lewis Reaches People." *Look,* Vol. 30, Dec. 27, 1966, pp. 68-72.

PLOTNICH, M. "Education and Mass Mailing: Its Impact on Volunteers." *Adult Education,* Vol. 15, Winter 1965, pp. 89-90.

RICHARDS, CATHERINE V. *A Study of Class Differences in Women's Participation.* Unpublished D.S.W. dissertation, School of Applied Social Sciences, Western Reserve University, 1958.

SALTSMAN, MRS. JAMES. "Developing a Meaningful Award-Giving Procedure." *The Auxiliary Leader,* Vol. 8, No. 3, March 1967, pp. 9-13.

"Season for Helping: Summer Volunteer Service of Students." *Time,* Vol. 80, Aug. 10, 1962. p. 28.

STARR, P. "This Volunteer Business." *Vogue,* Vol. 131, May 1958, p. 84.

"Teen Travel Talk: Gift of Service on Next Summer's Vacation." *Seventeen,* Vol. 25, Dec. 1966, p. 140.

TOFFLER, A. "Labor's Labor of Love." *Coronet,* Vol. 44, May 1958, pp. 170-2.

VORIS, J. R. "Retirement Homes: Untapped Resource." *Christian Century,* Vol. 79, Feb. 21, 1962, pp. 226-8.

"What Makes Them Tick?" *America,* Vol. 108, June 1963, pp. 795-6.
Discussion of Catholic student volunteer groups.

ZIMMERMAN, FLORENCE. *Leaders and Leisure.* New York: National Social Welfare Assembly, 1958. 106 pp.
An analysis of national education-recreation agency direct service leadership.

IV. STAFF AND VOLUNTEER RELATIONSHIPS

"With encouragement and recognition, the volunteer feels needed and responsible. This feeling then is reflected in the quality of service he renders and is in turn reflected in the quality of the agency's volunteer program and in the development of a corps of citizens who understand the place of social welfare in our nation."

EVALINE G. WALLER

ADULT EDUCATION ASSOCIATION OF THE UNITED STATES OF AMERICA. *Working with Volunteers.* (Leadership Pamphlet No. 10) Chicago, Ill.: The Association, 1956, 48 pp.

BECKER, DOROTHY G. "Exit Lady Bountiful: The Volunteer and the Professional Social Worker." *The Social Service Review,* Vol. 38, No. 1, March 1964, pp. 57-72.

BROWN, W. L. "Unearthing an Organization's Hidden Perceptions: Relationships Between Volunteers and Staff." *Adult Leadership,* Vol. 12, Feb. 1964, p. 239.

CAVENDER, C. and H. L. BLUM. "Listening to Volunteers." *Adult Leadership,* Vol. 10, Dec. 1961, pp. 163-4.

HEALTH AND WELFARE COUNCIL OF THE NATIONAL CAPITAL AREA. *How to Work With Volunteers.* Washington, D.C.: Volunteer Services, The Council, 1962. 45 pp.
Demonstration staff training course.

KRAMER, RALPH M. "Ideology, Status, and Power in Board-Executive Relationships." *Social Work,* Vol. 10, No. 4, Oct. 1965, pp. 107-14.

Despite the presence of ideological, status, and power disparities between board members and executives in voluntary agencies, the policy-making process is not inherently unstable. Factors are identified that serve to minimize conflict and maintain a functional balance of power.

NATIONAL CONFERENCE ON SOCIAL WELFARE. *Volunteer and Professional Staff — 1962 Models.* Columbus, Ohio: The Conference, 1962. 36 pp.

Series of papers presented at the 89th Annual Forum.

NATIONAL SOCIAL WELFARE ASSEMBLY. *The Significance of the Volunteer on the American Scene.* New York: The Assembly, 1963. 44 pp.

Volunteer-professional relationships, resruiting and retaining volunteers, and areas of service.

NAYLOR, HARRIET H. "Varying Perceptions: Good Working Relationships Between Staff and Volunteers." *Adult Education,* Vol. 14, Spring 1964, pp. 137-41.

PERNELL, RUBY B. "Professional and Volunteer Workers in Traditional Youth Serving Agencies." *Social Work,* Vol. 2, No. 1, Jan. 1957, pp. 63-7.

Examines the problem of differentiation of the role of the volunteer and the professional and offers partial solution in emphasis an agency puts on organizing to get the job done without minimizing or exploiting the potential contributions of either.

PHELAN, JOSEPH F., JR. and VIRGINIA ANDERSON. "The Volunteer as a Member of the Therapeutic Team." *Child Welfare,* May, 1963, pp. 226-9.

RICHMOND, MARY E. "The Case for the Volunteers," *The Long View.* New York: Russell Sage Foundation, 1930. pp. 343-5. (Out of print.)

SCHMIDT, WILLIAM D. *The Executive and the Board in Social Welfare.* Cleveland, Ohio: Howard Allen, Inc., 1959. 78 pp.

Basic ground rules for a productive relationship, with suggested organizational framework.

SENOR, JAMES M. "Another Look at the Executive-Board Relationships." *Social Work,* Vol. 8, No. 2, April 1963, pp. 19-25.

SHERWOOD, RUTH R. *You and Your Volunteers: A Partnership That Works.* Albany: State of New York, Department of Social Welfare, 1966. 16 pp.

A guide to spur professional thinking on the effective use of volunteers and to help develop new programs or expand existing programs. Includes examples for record keeping for a volunteer program.

STEIN, HERMAN. "Some Observations on Board-Executive Relationships in the Voluntary Agency." *Journal of Jewish Community Service,* Vol. 38, No. 1, 1961, pp. 390-6.

YANNI, ROSEMARIE. *The Direct Service Volunteer in Casework Programs — A Partner to The Case Worker.* Unpublished Master's thesis, N.Y. School of Social Work, Columbia University, 1958. 43 pp.

Annotated bibliography, philosophy, administration and role of volunteer.

V. TRAINING AND SUPERVISION

"Citizen volunteers must have a role that goes far beyond just fund raising. They must be encouraged and helped to become interpreters and doers for improving the level of the total institutional structure which affects the lives of people. In order to achieve this, our training of lay leadership must emphasize objectives and value principles more than they do."

NATHAN E. COHEN

AMERICAN CANCER SOCIETY. *A Training Guide for Volunteer Orientation.* New York: The Society, 1960.

BURNS, EVELINE M. "A Bigger Role for Volunteers." *Council Women,* Vol. 19, No. 3, June 1957, pp. 2-3.

To expand his role, the volunteer must meet three challenges: develop expertise by calling on the expert more frequently for help, call attention to the need for change in meeting problems and the service he can give in their solution, and he must be more aware of what makes a "first class" volunteer.

COHEN, NATHAN E. "Desegregation — A Challenge to the Place of Moral Values in Social Work Education." (In *Council on Social Work Education. Proceedings of Third Annual Program Meeting: Education for Social Work.)* New York: The Council, 1955.

COIGNEY, VIRGINIA TRAVERS. *Person To Person Call: A Play About Citizens in Action.* New York: Family Service Association of America, 1963. 32 pp.

Perusal copy available from American National Red Cross, Washington, D.C.

DEMOREST, CHARLOTTE K. *The Board Members' Manual.* New York: National Public Relations Council of Health and Welfare Services, 1964. 28 pp.

EDGETT, B. M. and A. K. STENGEL. "Inter-Agency Approach in Training Volunteers." *Adult Leadership,* Vol. 12, Dec. 1963, pp. 168-70.

ELLIOT, GRACE LOUCKS. *How To Help Groups Make Decisions.* ("Leadership Library Series.") New York: Association Press, 1959. 64 pp.

For leaders concerned with the place and importance of group discussions, steps in the process, the chairman's role, helps and techniques.

MACFARLANE, R. "Our Community Is Our Classroom." *Junior College Journal,* Vol. 34, April 1964, pp. 8-11.

MENKIN, PAULA. "Supervising the Volunteer." *Adult Leadership.* Vol. 14, No. 4, Oct. 1955, p. 19.

MONROE, DONALD AND KEITH. *How to Succeed in Community Service.* Philadelphia: Lippincott, 1962. 283 pp.

Practical advice to workers in volunteer community organizations.

NAYLOR, HARRIET H. *Volunteers Today — Finding, Training and Working With Them.* New York: Association Press, 1967. 191 pp.

Tested and practical suggestions for perceptive recruitment, careful placement and effective help on the job. Adult education, social work, sociology and psychology are applied to getting, developing and holding new kinds of volunteers in the face of keen competition.

NEWTON, E. S. "Training the Volunteer Reading Tutor." *Journal of Reading,* Vol. 8, Jan. 1965, pp. 169-74.

OLIPHANT, CATHRYN. *Basic Provisional Course Outline.* New York: The Association of Junior Leagues of America, 1961. 64 pp.

QUEEN, BETTY CHANDLER. *A Study of the Volunteer Social Welfare Aide.* Unpublished Master's thesis. National Catholic School of Social Service, Catholic University of America, 1961.

Description of the volunteer program of a private agency having quasi-governmental characteristics (unit of D.C. Chapter, American Red Cross.)

SOLOMON, BEN. *Leadership of Youth.* Putnam Valley, N.Y.: Youth Service, Inc. 1950. 161 pp.

SORENSON, ROY. *How To Be a Board or Committee Member.* New York: Association Press, 1953. 64 pp.

Popular condensation of *The Art of Board Membership.*

——. *The Art of Board Membership.* New York: Association Press, 1950. 158 pp.

"They Train Volunteers for Youth Leadership." *Overview,* Vol. 1, March 1960, pp. 60-3.

UNITED COMMUNITY FUNDS AND COUNCILS OF AMERICA. *First on the Agenda.* New York: UCFCA, 1954. 32 pp. (Out of Print.)

UNITED COMMUNITY SERVICES VOLUNTEER BUREAU OF OMAHA. *Creative Supervision of Volunteers: A Conference for Career Supervisors, Volunteer Supervisors, Lay Workers.* Omaha, Neb.: The Bureau, 1964. 26 pp.

VOLUNTEER BUREAU OF PASADENA. *So . . . You Serve on a Board.* Pasadena, Cal.: The Bureau, 1963. 26 pp.

A useful tool in training board members. Suggests roles and skills the individual may develop to make his own participation and the work of the entire board more effective.

WELLER, EVALINE G. and ELIZABETH B. KILBORNE. *Citizen Participation in Public Welfare Programs; Supplementary Service by Volunteers.* (U.S. Department of Health, Education, and Welfare, Division of Technical Training.) Washington, D.C.: U.S. Government Printing Office, 1956. 46 pp.

Considers the purpose of supplementary services by volunteers in public welfare programs, discusses ways of developing these services, and offers suggestions for orientation, training and supervision of volunteers.

WILLIAMSON, MARGARET. *Supervision — Principles and Methods.* New York: Association Press, 1961. 176 pp.

WOLFE, CORINNE H. "Group Training Methods in Public Assistance Agencies." (In *Administration, Supervision, and Consultation.* New York: Family Service Association of America. pp. 18-33.)

WRIGHT, SARA-ALYCE P. *A Guide for Training Y-Teen Club Advisers.* New York: National Board, YWCA, 1962. 27 pp.

For the teen-age program committee and staff use in developing an overall plan for training youth leaders. Includes a sample training conference.

YOUNG WOMEN'S CHRISTIAN ASSOCIATION. *Primer for Volunteers in Your YWCA.* New York: National Board, YWCA, 1962. 20 pp.

VI. STANDARDS FOR VOLUNTEER PROGRAMS

AMERICAN HOSPITAL ASSOCIATION. *Guidelines Concerning Use of Volunteers in Hospital Departments of Dietetics.* Chicago: The Association, 1965.

Official statements of the American Hospital Association.

——. *The Volunteer in the Hospital.* Chicago: The Association, 1963. 103 pp.

An administrator's manual to aid in establishing standards and basic guiding principles for volunteer service in the hospital.

CHILD WELFARE LEAGUE OF AMERICA. *Standards for Services of Child Welfare Institutions.* New York: The League, 1965. 58 pp.

COMMUNITY COUNCIL OF GREATER NEW YORK. *Development and Maintenance of a Good Agency Volunteer Program.* Report of a workshop. New York: The Council, 1956. 12 pp.

——. *Volunteers in Selected Casework Programs: Standards for Their Use.* New York: The Council, 1956. 24 pp.

Report of a committee to develop standards for the use of volunteers in selected casework programs. Includes basic principles, job profiles, findings and recommendations.

VII. EVALUATION

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ROBERT J. HARTFORD

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